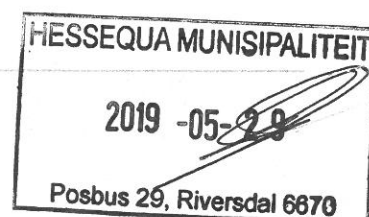


| Name | Service Description | Service level days | Department |
|--|---|--------------------|--------------------|
| CORPORATE SERVICES: Council Resolutions Distribution to Managers and personnel | CORPORATE SERVICES: Distribution of Council Resolutions from the Administration Department to applicable Directors, Managers and personnel for implementation or information. | 4 | Corporate Services |
| CORPORATE SERVICES: Correspondence Distribution | CORPORATE SERVICES: The Distribution of incoming correspondence to various departments for action. | 3 | Corporate Services |
| CORPORATE SERVICES: Implementation of council resolution | CORPORATE SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel. | 30 | Corporate Services |
| CORPORATE SERVICES: Appointment of Personnel | CORPORATE SERVICES: Appointment of Personnel | 90 | Corporate Services |
| CORPORATE SERVICES: Contractual Legal Advice | CORPORATE SERVICES: Contractual Legal Advice | 14 | Corporate Services |
| CORPORATE SERVICES: Website Updates | CORPORATE SERVICES: Website Updates | 2 | Corporate Services |
| CORPORATE SERVICES: Repair of pre-paid electricity sale points | CORPORATE SERVICES: Repair of IT network connection at the pre-paid electricity sale points | 2 | Corporate Services |
| CORPORATE SERVICES: Telephone complaints | CORPORATE SERVICES: Attention and action to municipal telephone complaints and faults. | 1 | Corporate Services |
| COMMUNITY SERVICES: Implementation of council resolution | COMMUNITY SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel. | 30 | Community Services |
| COMMUNITY SERVICES: Replace Traffic Signs | COMMUNITY SERVICES: Replace Traffic Signs | 21 | Community Services |
| COMMUNITY SERVICES: Licensing and Road Worthy Certificates | COMMUNITY SERVICES: Licensing and Road Worthy Certificates | 56 | Community Services |
| COMMUNITY SERVICES: Learners and Driver's License | COMMUNITY SERVICES: Availability of learners and driver's License appointment | 56 | Community Services |
| COMMUNITY SERVICES: Traffic Control Complaint | COMMUNITY SERVICES: Traffic Control Complaint | 10 | Community Services |
| COMMUNITY SERVICES: By-laws Contravention | COMMUNITY SERVICES: By-laws Contravention | 14 | Community Services |
| COMMUNITY SERVICES: Complaints wrt. Vagrants | COMMUNITY SERVICES: Complaints wrt. Vagrants | 14 | Community Services |
| COMMUNITY SERVICES: Illegal Traders | COMMUNITY SERVICES: Illegal Traders | 2 | Community Services |
| COMMUNITY SERVICES: Burning of Transfer Station | COMMUNITY SERVICES: Burning of Transfer Station | 3 | Community Services |
| COMMUNITY SERVICES: Outdoor Advertising Enquiries | COMMUNITY SERVICES: Outdoor Advertising Enquiries | 5 | Community Services |
| COMMUNITY SERVICES: Sound Disturbance | LAW ENFORCEMENT: Sound Disturbance | 3 | Community Services |



| | | | |
|--|--|----|--------------------|
| TECHNICAL SERVICES: Implementation of council resolution | TECHNICAL SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel. | 30 | Technical Services |
| TECHNICAL SERVICES: Repair Water Pipe Bursts | TECHNICAL SERVICES: Repair Water Pipe Bursts | 1 | Technical Services |
| TECHNICAL SERVICES: Clear Blocked Sewerage Drains | TECHNICAL SERVICES: Clear Blocked Sewerage Drains | 3 | Technical Services |
| TECHNICAL SERVICES: Sewerage Connections | TECHNICAL SERVICES: Sewerage Connections | 21 | Technical Services |
| TECHNICAL SERVICES: Repair Potholes | TECHNICAL SERVICES: Repair Potholes | 14 | Technical Services |
| TECHNICAL SERVICES: Repair Water Leakages | TECHNICAL SERVICES: Repair Water Leakages | 2 | Technical Services |
| TECHNICAL SERVICES: Repair/Replace Faulty Water Meters | TECHNICAL SERVICES: Repair/Replace Faulty Meters | 5 | Technical Services |
| TECHNICAL SERVICES: No Water Available | TECHNICAL SERVICES: No Water Available | 1 | Technical Services |
| TECHNICAL SERVICES: Low Water Pressure | TECHNICAL SERVICES: Low Water Pressure | 5 | Technical Services |
| TECHNICAL SERVICES: Water Quality Complaints | TECHNICAL SERVICES: Water Quality Complaints | 5 | Technical Services |
| TECHNICAL SERVICES: Water Connections | TECHNICAL SERVICES: Water Connections | 21 | Technical Services |
| TECHNICAL SERVICES - SEWER: Smells | TECHNICAL SERVICES - SEWER: Smells | 5 | Technical Services |
| TECHNICAL SERVICES - SEWER: Leakages | TECHNICAL SERVICES - SEWER: Leakages | 1 | Technical Services |
| TECHNICAL SERVICES: Rubbish removal | TECHNICAL SERVICES: Rubbish removal | 2 | Technical Services |
| TECHNICAL SERVICES: General Dumping Complaints | TECHNICAL SERVICES: General Dumping Complaints | 10 | Technical Services |
| TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover | TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover | 3 | Technical Services |
| TECHNICAL SERVICES - SEWER: Removal Services | TECHNICAL SERVICES - SEWER: Removal Services | 3 | Technical Services |
| TECHNICAL SERVICES - ROADS & STORMWATER: Pavement Related | TECHNICAL SERVICES - ROADS & STORMWATER: Pavement Related | 14 | Technical Services |
| TECHNICAL SERVICES - ROADS & STORMWATER: Blocked Storm Water Drains | TECHNICAL SERVICES - ROADS & STORMWATER: Blocked Storm Water Drains | 14 | Technical Services |
| TECHNICAL SERVICES - ROADS & STORMWATER: Uneven Road Surfaces / Gravel Roads | TECHNICAL SERVICES - ROADS & STORMWATER: Uneven Road Surfaces / Gravel Roads | 14 | Technical Services |
| TECHNICAL SERVICES: Damaged Road Repairs | TECHNICAL SERVICES: Damaged Road Repairs | 30 | Technical Services |
| TECHNICAL SERVICES: Storm Water Pipe Repairs | TECHNICAL SERVICES: Storm Water Pipe Repairs (Breakage and Blockage) | 30 | Technical Services |

